

PURPOSE

The purpose is to establish policy for the use of personal and state-owned wireless communication devices for the employees of the Michigan Department of Health and Human Services (MDHHS). This policy also sets criteria and guidelines for the issuance of state-owned communication devices to MDHHS employees

DEFINITIONS

Wireless Communication Devices

Wireless communication devices include the following:

- Cellular telephones.
- Blue-Tooth headsets.
- Air Card.
- Mi-Fi.
- Tablets.
- iPhones.
- iPad's and other wireless communication devices.

Air Card

An Air Card provides internet connectivity to any type of device such as a laptop or tablet.

POLICY

Use the following guidelines to issue MDHHS wireless communication devices:

- Seventeen level and above with the approval of the administration's deputy director.
- Employee responsibilities must require the employee to be consistently away from their desktop/laptop/tablet device at least 70 percent of time (such as staff identified as mobile workers).
- The main responsibilities of the position require routine and regular conduct of state business before or after the employee's normal working hours.
- Position may be required to provide a quick response to an emergency or after hours email.

- The position requires the employee to be out of the office on a regular basis while maintaining contact with the office.
- The position may require a quick response to an emergency or after hours call.
- Users, who have an assigned State of Michigan (SOM) mobile device (iPhone), will not be eligible to obtain or retain a desk telephone. Exceptions may apply.

Grant exceptions to these guidelines on a case-by-case basis.

Approval for air cards, for any level, is on a case-by-case basis. Justification for an air card will be required.

Employees must use wireless communication devices in a responsible manner, adhering to security rules and using hands-free phone devices while driving. Using the text feature while driving is illegal and MDHHS will prosecute violators at the full extent of the law.

Employees issued state-owned wireless devices are accountable for them and must be able to account for charges made to the wireless devices above the monthly service fees. Use state-owned wireless communication devices for business purposes only. Report any personal use and provide reimbursement to the department.

iTunes

Mobile devices come with an iTunes account for the download of MDHHS/DTMB approved apps. Do not download apps for personal use. DTMB provides the password for this account do not change it.

Data

iPhones come with a limited amount of data (4 GB) adequate for actions performed under the [Acceptable Use Policy 1340.00](#). The Bureau of Organizational Services may request users pay for data used overage charges.

Damaged Devices

Report damaged mobile devices to your supervisor immediately. Mobile devices have a protective case and must remain in the

protective case at all times. Users may be responsible to cover the cost to replace the damaged device.

Lost or Stolen Devices

Report lost or stolen equipment to the supervisor and to the MDHHSPrivacy/Security@michigan.gov email box immediately and:

- For stolen phones contact the local police department to report the theft and file a police report.
- Complete a [DTMB-52, Lost or Stolen Equipment Report](#).
- Change passwords Windows Login and iTunes from the lost or stolen device.

Approval for a replacement of a lost or damaged wireless device or air card is once only; complete a [DHS-733, Smart Device/Wireless Communication Request](#). Mobile devices must remain in a secured location at all times when not directly with the assigned user. A secured location would be a locked place, out of sight from others, and not in an automobile. If the assigned mobile device is lost or stolen, the user may be responsible to cover the cost of a replacement device.

Employees may only have one form of wireless communication device. An exception to this policy requires sufficient justification for more than one device.

MDHHS is not responsible for the loss, theft or damage to personal wireless communication devices brought into the workplace by the employee.

Users of any state issued wireless communication device, or mobile internet connectivity device must adhere to the IT Resources [Acceptable Use Policy 1340.00](#) issued by the Michigan Department of Technology, Management and Budget. Users must also adhere to the APO 301, Mobile Worker Equipment Accountability Policy, issued by MDHHS.

Funding must to reviewed and approved by the submitting deputy director and is within the administration/bureau/office spending authority through the approved fiscal year spending plan.

BYOD

MDHHS does not participate in the use of privately owned devices or Bring Your Own Device (BYOD) Program; see [Inside Michigan/DTMB/Bring Your Own Device program](#) (under the websites column).

Note: This website link is not viewable using the public policy manuals.

PROCEDURE**Wireless Communication Devices**

For level 17 and above submit a DHS-733, Mobile Phone Request, to MDHHS-Bureau of Organizational Services, Onboarding Unit via email MDHHS-Onboarding@michigan.gov.

Level 16 and below submit a DHS-733, Mobile Phone Request, to MDHHS-Bureau of Organizational Services, Onboarding Unit via email MDHHS-Onboarding@michigan.gov. Attach justification for assignment of device to the DHS-733 with supporting approval from the deputy and/or bureau director.

Air Cards All Levels

Submit DHS-733, Mobile Phone Request, document to MDHHS-Bureau of Organizational Services, Onboarding Unit via email MDHHS-Onboarding@michigan.gov.

Exception: Level 16 and below must submit a DHS-733, Mobile Phone Request, to MDHHS-Bureau of Organizational Services, Onboarding Unit via email MDHHS-Onboarding@michigan.gov. Attach justification for exception for the device to the DHS-733 with supporting approval from the deputy and/or bureau director.

REFERENCES

[Acceptable Use Policy 1340.00](#)

[APO 301, Mobile Worker Equipment Accountability Policy.](#)

CONTACT

For additional information concerning this policy, contact MDHHS Bureau of Organizational Services at 517-373-7541.